



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY

PROGRAM EXECUTIVE OFFICER
ENTERPRISE INFORMATION SYSTEMS
(PEO EIS)
9350 Hall Road
FORT BELVOIR, VIRGINIA 22060-5526


SFAE-PS

JUL 25 2017

MEMORANDUM FOR Mr. Craig Spisak, Director, U.S. Army Acquisition Support Center, 9900 Belvoir Road, Building 201, Suite 101, Fort Belvoir, VA, 22060-5567

SUBJECT: Nomination for the 2017 Army Acquisition Executive's (AAE) Excellence in Leadership Awards, Logistician of the Year

1. I wholeheartedly recommend Mr. Billy R. McCain for the 2017 AAE Excellence in Leadership Award for Logistician of the Year. Mr. McCain's contributions have left an indelible mark on Army logistics and Army readiness for generations to come.
2. Mr. McCain led and managed the Deployment Division of the Product Manager Global Combat Support System-Army (GCSS-Army), which has achieved several critical outcomes for the Army Logistics community. Mr. McCain's successful conversion of property and maintenance files ensured the program remained on schedule and that our warfighters received revolutionary logistics capability. Under his leadership, the team migrated more than 20,000 Army units from the legacy Standard Army Management Information Systems to GCSS-Army and converted property valued at \$93B. He developed and sustained an innovative online Training Center to ensure that Soldiers retain the ability to sustain our weapons systems and vastly improved the Help Desk ticket system to improve customer satisfaction.
3. Mr. McCain is current in acquisition certified for his position and achieved the required 80 continuous learning points during the prior two-year continuous learning cycle (1 Oct 2014 - 30 Sep 2016). My point of contact for this award is Ms. Debra A. Lee, Director, G-1/2, debra.a.lee.civ@mail.mil, 703-806-3195.


for PATRICK W. BURDEN
Brigadier General, USA
Program Executive Officer
Enterprise Information Systems

Assistant Secretary of the Army for Acquisition, Logistics and Technology
2017 Army Acquisition Executive's Award (AAE) Excellence in Leadership Award
LOGISTICIAN OF THE YEAR

Administrative Information

Nominating Organization

Organization's Name: Program Executive Office Enterprise Information Systems (PEO EIS)

Mailing Address: 9350 Hall Road, Fort Belvoir, VA 22060

Primary Point of Contact

Name: Ms. Debra A. Lee

Title: Director, G-1/2, Program Executive Office Enterprise Information Systems (PEO EIS)

Telephone: 703-806-3195

E-mail: debra.a.lee.civ@mail.mil

Name, Grade and Position Title of Nominee

Name: Mr. Billy R. McCain

Grade: NH-IV

Title: Product Support Manager, Product Manager Global Combat Support System-Army

E-mail: billy.r.mccain.civ@mail.mil

Award Narrative

Specific achievements: Mr. McCain led and managed the Deployment Division of the Product Management Office Global Combat Support System-Army (PdM GCSS-Army) during the period of 1 August 2016 to 31 July 2017 which was an exceptionally high operational tempo for fielding in order to complete full system deployment on time. Under his leadership, the Division achieved several critical outcomes that have contributed greatly to the project's success in supporting the Army's strategic goals of Total Asset Visibility and reducing the logistics footprint, in further enhancing the Army's logistics enterprise at the tactical level. Mr. McCain facilitated over 156 changes to the fielding schedule during the period 1 August 2016 to 31 July 2017, primarily based on receiving units' requests/requirements for changing the fielding dates originally scheduled. As a result, the program office was able to migrate more than 20,000 units from legacy Standard Army Management Information Systems to GCSS-Army, to improve property accountability of over \$92,571,260,484 in assets. Mr. McCain also processed over 12,190 maintenance files containing maintenance data, work orders, shop stock, operational readiness and operators' qualification records from the Standard Army Maintenance System-Enhanced. He also executed and completed a transition strategy that enabled formal Army training institutions to begin delivering GCSS-Army sustainment training in support of the Warfighter. As a critical enabler of the tactical logistics capability, Mr. McCain also led the effort to field 1158 Hand-held Terminals (HHT) and trained 674 users as part of the GCSS-Army Wave 2 fielding; a retrofit effort that ensured units receiving HHT were compatible with the GCSS-Army software.

Value of contributions during the award period to the mission of the organization in supporting one or more of the ASA(ALT)'s priorities: Mr. McCain's successful conversion of property and maintenance files ensured the program remained on schedule and that our warfighters received revolutionary logistics capability. The GCSS-Army project has been one of the top three priorities for the Department of the Army Deputy Chief of Staff G-4 for several years. The Global Combat Support System-Army (GCSS-Army) is an Enterprise Resource Planning (ERP) solution that is innovating supply, maintenance, property accountability and associated financial management operations across the Tactical Army. The GCSS-Army is replacing over 40,000 instances of aging and stove-piped tactical logistics systems with one integrated logistics and financial web-based ERP solution. The GCSS-Army fielding represents the largest ERP deployment in United States Army history—currently deployed to over 300 warehouses and in over 650 units. This groundbreaking capability will be in the hands of over 154,000 users by the end of 2017, providing tactical commanders never before consolidated near real-time logistics management information to enable combat decision-making.

The GCSS-Army leverages industry cutting edge capabilities through its commercial-off-the-shelf software, SAP, which is revolutionizing the way the Army orchestrates tactical logistics and tactical financial management. The logistics enterprise, with GCSS-Army as the tactical component, has propelled the Army towards its strategic goal of total asset visibility, which permits the Army to right size unit supply levels and enables the "factory to foxhole" distribution that reduces costs, avoids waste and improves readiness throughout the Army. Additionally,

Commanders have never before had near real-time visibility of all of their assets, including repairable end items.

With the fielding of GCSS-Army, the information is fully integrated in one system, eliminating the necessity for timely and costly reconciliations between supporting activities, customers and supply sources that required time and effort under the former legacy systems. The ability to access information in one location allows commanders to have an accurate, timely picture of their logistics readiness posture to make critical battlefield decisions in real time.

The GCSS-Army Product Management Office is delivering an innovative capability that is revolutionizing the way the Army orchestrates tactical logistics and tactical financial management. GCSS-Army has propelled the Army towards its strategic goal of total asset visibility and will complete fielding in December 2017.

Demonstration of Leadership: Mr. McCain led his team of 118 Government civilian and contractor personnel by setting an excellent example and mentoring his subordinates. He delegated authority willingly to his five Branch Leads and provided guidance when needed, but allowed the subordinates to manage their projects without interference.

By instituting several major initiatives to improve the system deployment and New Equipment Training processes, Mr. McCain was able to successfully orchestrate a myriad of efforts that consistently succeeded, such as managing the highly turbulent fielding schedule, delivering New Equipment Training in multiple business areas and enabling the institutional training transition.

Mr. McCain listened to his subordinate's advice and acted on it accordingly, inserting his valuable guidance when needed. He ensured that his subordinate's accomplishments were acknowledged properly and he demonstrated compassion when personal challenges occurred. The high morale of the Deployment Division team members and the continued success of the GCSS-Army program attest to his leadership excellence.

Logistician specific criteria:

Mr. McCain delivered an auditable system that is revolutionizing Army logistics and readiness to the hands of the Army's logisticians across the Army's components. Additionally, through instituting a world-wide lessons learned Integrated Product Team, he captured and resolved over 400 functional issues experienced by the GCSS-Army community that contributed to an improved Army logistics posture. He also initiated the GCSS-Army Outreach team that travels major installations to interact with users in the spirit of the ASA(ALT) priority of effective communication. In order to ensure quality sustainment training for all users, Mr. McCain developed and sustained an innovative, full service online Training Center serving the entire GCSS-Army user community across all Army Components (Active Army, Army Reserve and National Guard Bureau) to ensure that Soldiers have the technology to sustain our weapons systems. Finally, Mr. McCain established a new Customer Support Contract that increased the Tier 1 Help Desk Service Request closure rate by 36% and average Tier 1 closure times by 42%. This improvement allowed Tier 2 Help Desk to reduce the backlog of Help Desk tickets by 55%. The result of the improved customer support has improved customer satisfaction and product support to the field.

Proposed Citation

For exceptionally meritorious achievement during the period 1 August 2016 to 31 July 2017, while serving as the Chief, Deployment Division, Product Manager Global Combat Support System-Army (PdM GCSS-Army). Mr. Billy McCain led his team of 118 Government civilian and contractor personnel in the fielding of an auditable system that is revolutionizing Army logistics and readiness for logisticians across all Army components. Under his leadership, the team migrated more than 20,000 Army units from the legacy Standard Army Management Information Systems to GCSS-Army and converted property valued at \$93B. He developed and sustained an innovative online Training Center to ensure that Soldiers retain the ability to sustain their weapons systems and vastly improved the Help Desk ticket system to improve customer satisfaction. Mr. McCain's dedication and diligence reflect great credit upon himself, the Product Manager Global Combat Support System-Army, the Program Executive Office Enterprise Information Systems and the United States Army.